

Horst, Rachel

From: CEER@brevardfl.gov
Sent: Sunday, January 4, 2026 10:38 AM
To: Horst, Rachel
Subject: A new CEER Recommendation has been submitted as ID #2026008

Recommendation # 2026008

Dear CEER Administrator,

Speak Up Brevard Recommendation ID #2026008 has been submitted. Please login to the CEER Application to start the recommendation evaluation workflow.

Contact Information:

Group/Organization

Name John Myers John Myers
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Recommendation Information:

Recommendation ID 2026008
Recommendation Title Change Policies from Complaint Based - Reactive to more Proactive
Areas Affected Public Works, Code Enforcement
Department Affected
Current problem Under current procedures at the County, residents must submit formal complaints before action is taken to fix problems. This is particularly true and somewhat annoying for Road Repairs, mostly potholes but includes damaged road signs. It also occurs in Code Enforcement for illegally placed "lawn sign" advertisements on County Right of Way roads. To get anyone to respond, residents must provide specific individual complaints per sign rather than a general location such as "along Wickham Rd in Suntree". Every instance must be noted or the staff will not address it. Further if Code Enforcement finds a problem or gets a complaint with illegally "parked" cars on the County Right of Way advertising For Sale, they should immediately refer it to the BCSO. Don't give residents the finger pointed answer... "you'll have to contact", DO IT YOURSELF!
Recommendation Change operations to a more proactive approach while still reacting to complains submitted. "See Something, Do Something". If Public Works staff sees a Pothole, FIX IT even if no one has filed a formal complaint. Same goes for Code Enforcement. When staff is out addressing formal complaints, pay attention to issues they see along

the way and address them as well. If a complaint is received in one department but another is responsible for resolving, FORWARD IT DIRECTLY, don't just point a finger to the resident who submitted it. The result should be a better environment for all residents, less hassle for staff and lower rate of complaints.

Attachments

No Documents were attached.

Please do not reply to this e-mail, as it will go to an unmonitored mailbox.



BOARD OF COUNTY COMMISSIONERS

TO: James P. Liesenfelt, County Manager
THRU: Tad Calkins, Assistant County Manager
FROM: Marc Bernath, Public Works Director
SUBJ: Citizen Efficiency and Effectiveness Recommendation #2026008

CEER #2026008 was received by the County from John Myers.

Citizen Statement:

Under current procedures at the County, residents must submit formal complaints before action is taken to fix problems. This is particularly true and somewhat annoying for Road Repairs, mostly potholes but includes damaged road signs. It also occurs in Code Enforcement for illegally placed "lawn sign" advertisements on County Right of Way roads. To get anyone to respond, residents must provide specific individual complaints per sign rather than a general location such as "along Wickham Rd in Suntree". Every instance must be noted or the staff will not address it. Further if Code Enforcement finds a problem or gets a complaint with illegally "parked" cars on the County Right of Way advertising For Sale, they should immediately refer it to the BCSO. Don't give residents the finger pointed answer... "you'll have to contact", DO IT YOURSELF!.

Citizen Recommendation:

Change operations to a more proactive approach while still reacting to complains submitted. "See Something, Do Something". If Public Works staff sees a Pothole, FIX IT even if no one has filed a formal complaint. Same goes for Code Enforcement. When staff is out addressing formal complaints, pay attention to issues they see along the way and address them as well. If a complaint is received in one department but another is responsible for resolving, FORWARD IT DIRECTLY, don't just point a finger to the resident who submitted it. The result should be a better environment for all residents, less hassle for staff and lower rate of complaints.

Staff Analysis:

Public Works creates work orders as items are identified. Work orders are prioritized according to safety considerations and operational functionality. Repairs are then completed, based on resources and staffing availability. Residents are referred to the appropriate authorities having jurisdiction to ensure citizens' needs are met with minimal delay and proper care. Field staff promptly identify, report, and mitigate life and safety risks as they are observed. Additionally,



BOARD OF COUNTY COMMISSIONERS

Public Works proactively manages routine maintenance for ditches, road resurfacing, right-of-way (ROW), mowing, and traffic signals. Public Works' responsiveness to public concerns is closely monitored and tracked. To do this, each Public Works shop receives issues/complaints, and the supervisor triages, prioritizes, plans, and assigns equipment, materials, and labor for a specified time and within a prescribed budget. The supervisor also oversees the work and signs off on work completion.

Florida Statute 162 does not permit anonymous code violation complaints unless the violation presents a threat to safety, health, or public welfare. The Board of County Commissioners previously implemented a reactive code enforcement model, with exceptions for cases involving safety or the destruction of sensitive resources. This model allows the County to focus its limited resources on those issues the community cares about the most. Additionally, Brevard County Code Enforcement regularly receives and investigates complaints from other public agencies, including but not limited to other Brevard County departments. This reactive model, where investigations are based upon complaints from both residents and other agencies, in addition to safety-related cases, allows for a more efficient code enforcement process.

Staff Recommended Action:

It is recommended the Board of County Commissioners accept CEER #2026008 with revisions because when Public Works employees see something they react in systematic proactive approach to life safety matters.

Additionally, it is recommended the Board of County Commissioners reject proactive code enforcement because it is inconsistent with prior Board direction and is in opposition to Florida Statute 162.